Access-A-Bus (AAB)
Registered User's Guide

Revised:
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Prepared by:
Metro Transit
and the Accessible Transportation Advisory Committee (ATAC)

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Access-A-Bus Phone Directory

Hours of Operation

Access-A-Bus Office Telephone Numbers:

Registration 490-6681
Monday to Friday 8:00am - 4:00pm (Excluding Holidays)

Fax 490-6664

General information, comments or complaints (HRM Call Centre) . 490-4000
Sunday to Saturday 7:00am - 11:00pm (Excluding Holidays)

Access-A-Bus Scheduling 490-6999
Monday to Friday 9:00am - 7:00pm (Excluding Holidays) ..... (Press 1)
Saturday -Sunday and Holidays ..... 9:00am - 5:00pm

Access-A-Bus Dispatcher 490-6999
Sunday to Saturday 5:00am - 1:00am ..... (Press 2)

Access-A-Bus Cancellation (24 hrs a day) 490-6999
..... (Press 3)

For Access-A-Bus clients with hearing issues, Metro Transit uses the Relay Operator Service through Bell / Aliant.

Access-A-Bus service schedule (Buses on the Road)
Sunday to Saturday (including Holidays) ..... 6 am to 1am

Access-A-Bus Address

Metro Transit
Access-A-Bus
200 Ilsley Avenue
Dartmouth, NS B3B 1V1

Introduction to Access-A-Bus

Access-A-Bus (AAB) is a shared ride, door-to-door, public transportation service for persons who are declared eligible through the registration process.

The service is funded and operated by Metro Transit, Halifax Regional Municipality (HRM). The Access-A-Bus service provides transportation for persons eligible within the service area covered by Metro Transit's fixed route bus service. Buses are designed to carry mobility impaired persons and those unable to utilize the existing conventional Metro Transit service due to cognitive or physical disabilities.

The Access-A-Bus service is meant to supplement the conventional Metro Transit service **and is not a taxi service**.

Service Boundaries

Access-A-Bus operates within 1000 meters of any Metro Transit fixed route within HRM (including Community Transit - Metro X - Metro Link).

Registered Users outside the area may access the Access-A-Bus transit system once they travel to an area within the service boundary.

Visitors to the Service Area

Anyone visiting the HRM and travelling **within the transit area** and who are registered with a similar service may use Access-A-Bus but must register with the service and provide 48 hours notification.

For further information, call registration at 490-6681.

Equipment Requirements

Wheelchairs and/or scooters must weigh no more than 363 kg (800 pounds) when occupied or be no larger than 81.28 cm (32 inches) wide or 114.3 cm (45 inches) long, including attachments and baggage. It is also recommended to have tie down anchors to accommodate the "J" hook tie down system that Access-A-Bus uses. Wheelchairs and/or scooters that cannot be properly tied down may be refused for transportation.

Scooter and Centre Post Wheelchair passengers must transfer to a regular bus seat. They are not permitted to be transported in their scooter or centre post wheelchair.

Eligibility Criteria for Access-A-Bus

Applying for Access-A-Bus service does not guarantee acceptance for the Access-A-Bus service. You may qualify for Access-A-Bus if you meet one or more of the following eligibility criteria:

- **Require use of a medically prescribed wheelchair or scooter. (Users of scooters and centre post wheelchairs must transfer to a regular seat).**

- **Unable to walk more than 175 meters outside without the aid of a medically prescribed mobility aid or without assistance (1 city block)**

- **Unable to step up or down three (3) - 35 centimetres (13.78 inch) steps unassisted.**

- **Have 20/200 vision or less (legally blind).**

- **Unable to utilize the existing conventional transit due to cognitive disability.**

The level of eligibility granted is reflected by your needs which take into account the Registered User's ability or inability to use the conventional fixed route transit services. Some impairments involve disabilities that call for Access-A-Bus service for all trips, while others may only require service for the winter time, specific trips or for a limited time. As a result if you are declared eligible, the level of eligibility you are granted will be based on your disability.

The Levels of Eligibility;

- **Permanent**
- **Temporary ***
- **Seasonal** (winter months)
- **Conditional** (Travelling alone, Dialysis needs)

Note: It is the user's responsibility to apply for an extension if required

Updates and additional information regarding Access-A-Bus and Metro Transit's other accessible transit services can be found on the internet at;
http://www.halifax.ca/metrotransit/
Or by calling the Halifax Regional Municipality Call Centre at 490-4000

Registration Procedure

To register for the Access-A-Bus service, please call the registration line at 490-6681 and request an Access-A-Bus registration form. This information is also available on the internet at http://www.halifax.ca/metrotransit/access_a_bus.html

The application form consists of three parts;

Part A Declaration and Authorization for Release of Information

Part B General Information to be completed by the applicant or the applicant's agent

Part C To be completed by the applicant's physician, nurse practitioner, occupational therapist or physiotherapist.

Metro Transit considers the information provided as confidential and for the exclusive use of the Access-A-Bus service. Applications are reviewed by Metro Transit and upon approval the applicant will be mailed a letter of acceptance and an I.D. card.

Eligibility is determined on the basis of information provided on the application form and, where applicable, a personal interview.

Any application form that is incomplete or appears to be fraudulently filled out will be returned to the applicant. Metro Transit is not responsible for lost application forms; please make a copy for your records. If the application form is faxed, the original application form must be mailed to Metro Transit.

If, in the opinion of Metro Transit, a person does not qualify for registration, the applicant may request an appeal of the application by the Appeals Sub-Committee of the Accessible Transportation Advisory Committee.

User Status Form

Access-A-Bus Clients who have been granted permanent status on the New Access-A-Bus application form as of June 2012 will now complete a **User Status Form** every three years. The User Status Form must be completed and returned within **30 days** of receiving it from the Access-A-Bus Registration Office. If this form **is not** returned, your file will be removed from the Access-A-Bus users list. The User Status Form is used to keep your file active and up to date.

It is very important to report any changes in your address or telephone number to the Registration line at 490-6681.

Personal Care Attendant

A Personal Care Attendant is a person who **must** accompany a Registered User **because of special needs**. At the time of registration the need for a Personal Care Attendant must be identified.

For trip purposes, once identified, the Personal Care Attendant is automatically booked and the Personal Care Attendant will not be required to pay a fare to accompany the Access-A-Bus passenger.

To be eligible for this exemption, the Access-A-Bus passenger must have this indicated at the time of application or be required to provide Metro Transit with a written recommendation from a physician and receive approval for the personal attendant by Metro Transit.

A Personal Care Attendant will be required to travel with the Access-A-Bus passenger at all times. Please note that persons travelling with an Access-A-Bus passenger without a physician's recommendation will be subject to the appropriate fare.

Travelling Companion

A Registered User may request one (1) travelling companion, which is a friend or relative, to travel with them. The travelling companion must **be more than five years of age** and may accompany a Registered User.

If you wish a travelling companion to accompany you, you must notify the scheduler at the time of the booking. If a seat is available for the trip(s), you will be notified at the time of booking. It is the Registered User's responsibility to identify if this companion is ambulatory or non-ambulatory. **The travelling companion can only travel where and when the Registered User travels. The companion must pay the regular applicable fare.**

Fare Information

Access-A-Bus fares are based on conventional Metro Transit fares and are approved by Halifax Regional Council. Registered Users may pay the fare in cash **(exact change)**, by transit ticket or by a monthly pass. Cash fares and/or tickets are collected by the Access-A-Bus Operator. Pass holders must show their pass to the Operator each time they travel on Access-A-Bus.

The current Access-A-Bus / Regular Transit Fares as of July 1, 2009* are as follows:

	Cash	**10 tickets**	**Metro-Pass**
› Adult	$2.25	$18	$70
› Senior age 65 & over	$1.50	$13	$52
› Child (age 5 - 15)	$1.50	$13	$52
› Student	$2.25	$18	$64
(Full time student with valid photo ID)			

See the Metro Transit Riders' Guide for further information on locations to purchase tickets or call the HRM Call Centre at 490-4000.

A Registered User may request to have a travel companion with them, if space permits. The travel companion must pay the regular applicable fare. If a person with a disability needs the seat, the companion may be refused the trip. If a trip is confirmed with a companion, they should not be bumped.

HRM reserves the right to adjust fares and service levels at any time

Transfer to Metro Transit Ferry Service

& Other Bus Routes

Metro Transit issues transfers between the Access-A-Bus and the Ferry Service and other Metro Transit Bus Routes, including Metro Link and Metro X.

When transferring from Access-A-Bus to the Ferry Service or other bus routes, the Access-A-Bus Operator will issue a transfer when requested upon boarding. This transfer should be kept by the passenger for the duration of their trip. When transferring from the Ferry Service or other bus routes to Access-A-Bus ask the Commissionaire at the Ferry Terminal or the bus operator at the time of boarding for a transfer. This transfer will be accepted as fare on the Access-A-Bus within the allowable time frame.

Service Standards

Access-A-Bus whenever possible will try to ensure that no passenger spends more than one hour travel time on a one way trip within the communities of Halifax and Dartmouth or one and one half hours from the community of Bedford and former County areas.

Bus Operators **do not knock on doors or ring doorbells** at private residences. A bus arriving early will wait until the scheduled pickup window. Operators are not permitted to enter a passenger's residence.
The Bus Operator is the only person permitted to operate any of the Access-A-Bus equipment, including safety belts or wheelchair tie-downs.

Buses are equipped with wheelchair lifts or electric ramps, wheelchair anchoring devices, seat belts, handrails, two-way radios and fire and safety kits. Equipment standards are outlined by the Utility and Review Board of Nova Scotia. It is Metro Transit's policy and Provincial regulation that seat belts are to be worn. Access-A-Bus operators are required to have completed a St. John Ambulance Standard First Aid Course and knowledge of the radio and other equipment. Operators are trained to provide safe and courteous assistance to persons using the service.

Access-A-Bus is not intended for emergency medical services.
If you are experiencing an emergency, please call 911 for assistance.

Note: Our staff does their best to maintain schedules so that you may arrive at your destination safely and on time. On occasion, road construction, inclement weather or traffic delays may put our buses behind schedule. Your patience and understanding is appreciated at these times.

Types of Service

All requests for service are subject to availability of buses, location and prior bookings. Trip booking requests for distances of less than 200 meters (2-3 blocks) will not be accommodated, unless there is construction that interferes with pedestrian movement, no sidewalk in the area, or physical barriers that prevent pedestrian movement.
While Access-A-Bus tries to accommodate as many trip requests as possible, Access-A-Bus may not be able to meet all travel needs. Registered Users are encouraged to investigate Metro Transit's other accessible services. For information on accessible public transit alternatives, please call HRM's Corporate Call Centre at 490-4000.

The assignment of vehicles (special buses, etc.) to provide Access-A-Bus service is at the discretion of Access-A-Bus Scheduling and Dispatch. Access-A-Bus will assign the most cost effective vehicle that meets your particular travel requirements. Special requests cannot be met. The following types of service are available for Registered Users:

Subscription

Registered Users (use of Registered User in this document includes a Subscription User unless expressly stated otherwise) are able to book trips using subscription type bookings. If the Registered User requires a trip on the system for at least three (3) times per week to the same destination, they can qualify for use as a Subscription User for an indefinite period of time subject to seating or bus availability. Registered Users having to work shift work are also eligible for subscription status provided the shift schedule is consistent and is easily understood due to the repetitive nature of the shifts.

Once subscription is established, they are provided with a consistent trip window. The Registered Subscription User does not have to confirm each trip but must **call the Dispatcher or call the Cancellation Line, as soon as possible, in the event of a ride cancellation.**

Please note that the Subscription User is required to use a minimum of 75% of their subscription trips each month in order to maintain their subscription service. Subscription Users are responsible for confirming the need for transportation when a statutory Holiday falls on their workday.

For further details on the 75% Subscription Usage Policy, please refer to Appendix "B" which describes the policy in detail. Excessive Late Cancellations and/or No-Shows may result in the Registered Subscription User being removed from the subscriber listing. The priority for this service is; (1) employment (2) education (3) medical.

Please note that your request for subscription service might take an extended period of time before being granted. Metro Transit tries to maintain a 50/50 balance between Subscription and Advanced Bookings; as a result there is a limited Subscription service available.

An address change will result in having to reapply for subscription service.

Advance Booking

Advance trips are booked on a first-come, first-served basis, with no priority given for trips of any particular purpose. Registered Users are asked to call the Scheduler, between 9:00 a.m. and 7:00 p.m. on Monday to Friday and 9:00 a.m. to 5:00 p.m. Saturday, Sunday and Holidays to make their advanced bookings.

Advance bookings can be made up to seven (7) days (i.e. book Monday for the following Monday) and up to one (1) day in advance, with a maximum of five (5) bookings made daily. Additional trips must be booked at a later date. **Clients will receive immediate confirmation of their bookings and be given their Pick Up Windows**. Please ensure that you request your trip as early as possible.

Same Day Bookings

Same day bookings may be accommodated. These bookings are considered to be "Write-ins". Registered Users are asked to call the Dispatcher. "Same Day" bookings will only be considered after Registered Users on the waiting list are offered service.

Medical Appointments for Specialists

Medical appointments for specialists are often made months in advance. Medical appointments for Specialists and Special Medical Procedures can be made ninety (90) days in advance of the date of the appointment through the scheduling department (in advance of the seven (7) day booking window). The client will receive a call from scheduling two (2) days before the scheduled appointment, giving them their trip windows. If Metro Transit feels that the Registered User is abusing this process it reserves the right to ask for appointment information, to confirm that this is a specialist appointment or special medical procedure.

Service to Halifax Stanfield International Airport

Access-A-Bus services the Halifax Stanfield International Airport. Existing booking procedures apply; however, Metro Transit will accommodate requests for return trip service when outside of the seven day booking window. When booking your return trip please be conscious of late arrivals and time spent in customs (if travelling internationally) when booking your return trip, and allow for extra time. Access-A-Bus will try to accommodate clients who have missed their return trip from the airport but due to limited resources there is no guarantee that an Access-A-Bus will be available. As is the current practice respecting bags and other personal items, AAB clients are responsible to carry their own luggage. Access-A-Bus goes to the airport - so does Metro X.

When planning a trip to the airport consider using Metro X. You can book Access-A-Bus to drop you off at the pickup locations for the airport Metro X, and have Access-A-Bus pick you up at the Metro X drop-off points also.

Pick Up Window

Clients will be allotted a 30 minute pick up window at the time of trip confirmation (i.e. if requested booking is 9:00 a.m., pick up may be scheduled between 8:45 a.m. and 9:15 a.m. and could occur anytime within that time frame). Clients must be ready to be picked up for the entirety of the pick up window. However this does not mean the client has to be sitting on the curb waiting for the bus. If you live in a private house, you have to be ready to put your jacket or other outdoor wear on, be in a location that you can see the bus arrive and be able to get to the outside accessible door quickly and easily. If you live in an apartment building you need to be in the lobby where you are going to be picked up and be ready to put your jacket or other outdoor wear on. If you are being picked up at a mall or hospital, you must be at your designated pick up location.

Please record your trip times. **You will <u>NOT</u> receive a reminder call of what your trip times are.**

Request for Service

Please call the scheduling department during business hours. When calling to book your trip, please have **all** of your information ready.

1. Your Name or Name of Registered User.

2. Date and Time of trip request and return if required. **(If travelling for an appointment, let the scheduler know the time that you need to be there.)**

3. **Civic address number** for pick up & drop off destination, also specific door location.

4. If you wish a travelling companion with you, it must be requested at this time.

Access-A-Bus will make every attempt to fill your request, **but remember**, sometimes a trip is refused because others requested service before you. Please note that Access-A-Bus has predetermined pickup and drop off locations at Hospitals, Shopping Centres, etc. (For a list of common locations please see "Pre-Determined Pick up/Drop off Locations" found in Appendix C

To Cancel a Trip Request

Once you have received your confirmed trip time and wish to cancel your trip, please call dispatch at 490-6999 (press 2), or the trip cancellation line at 490-6999 (press 3) and leave your cancellation message on the recording. Give your name, the date and times of the trip you are cancelling.

If you need to cancel a trip, **please** do so as soon as possible before the booked time. If you cancel early, someone else may have the opportunity to use the system.

If you fail to cancel a bus up to **1 hour** before your scheduled pick up time, you will be considered a **"No Show"** and charged the full applicable fare the next time a pick up is made.

Failure to cancel a bus **12 hours** in advance of your scheduled pick up time will result in a **"Late Cancellation"**.

As the demand continues to grow for this service, these policies and procedures ensure equal and fair access to the system for all Registered Users. Flexibility within this service is limited and further affected when confirmed trips are later cancelled, quite often resulting in the space going unutilized while other Registered Users are on a waiting list. Any efforts to minimize these situations would greatly benefit all Registered Users.

No-Show and Late Cancellation

"No-Show" - is when an Access-A-Bus Registered User fails to cancel a bus trip within 1 hour of the time of his/her confirmed trip, or show up for their scheduled pick up time. **This action is viewed to be a serious abuse of the Access-A-Bus service, as it affects the efficient scheduling and use of the service.**

"Late Cancellation" - is when an Access-A-Bus Registered User cancels his/her trip more than an hour (1 hour) before their scheduled pick up window, up to twelve (12) hours before their scheduled trip. **As soon as you know you no longer require the bus, please call and cancel your trip times.**

"System No-show" - Is when Access-A-Bus could not fulfill their service commitments to an Access-A-Bus client due to; equipment failure, staff error, communication error, etc.

When Registered Users “No-Show” or “Late Cancel” much in demand spaces on the bus may go unused, due to the limited time staff has to re-book the spaces on short notice. There are often legitimate reasons for “No-Showing or “Late Cancelling”, but often, Registered Users just do not bother to call and cancel their trips, or wait until the last minute. If you need to “Late Cancel” your bus, let the dispatcher know the reason for this.

The policy tries to deal with the “No-Show” or “Late Cancellation” issues in a fair and simple manner. Some missed pickups may not be the Registered User’s fault and the policy clearly reflects the difference between system and Registered User’ responsibility.

What Happens When a “No-Show” Occurs ?

When Access-A-Bus arrives at the client’s pick up location within the Pick Up Window, and there is no sign of the passenger, the driver will contact dispatch and dispatch in turn will try to make contact with the client to let them know the bus is there and waiting for them. If dispatch is able to contact the client, they will be given a short period of time to make it out to the bus. If dispatch is unable to make contact with the client or the client does not make it out in a timely manner the bus will leave, and the client will be charged with a No-Show.

› When a Registered User “No Show’s” for the first part of a trip, the **return portion of the trip will be automatically cancelled** by the Dispatcher unless the Registered User has called Access-A-Bus.

› Access-A-Bus Dispatcher or Scheduler will telephone the Registered User to discuss and record why the trip was missed on the day the No-Show occurs.

› The standard fare will be charged for each Registered User “No-Show”. This fare will be collected the next time when the Registered User is transported.

Tracking Procedure for No-Show & Late Cancellation

Policy: *Any Registered User who has a combination of five (5) violations (No-Shows / Late Cancellations) per calendar month, will be in violation of the No-Show /Cancellation Policy*

› A record sheet will be kept to track all No-Show and Late Cancellations. This sheet shows the number of incidents of No-Shows or Late Cancellations per month and the reasons given by the Registered User for each incident.

› No-Show and Late Cancellation lists will be followed up by a member of Metro Transit Management by letter or phone call to the Registered User once they are in violation of the No-Show / Late Cancellation Policy, and to advise them of the consequence of their actions, should they continue.

› The No-Show or Late cancellation lists will be reviewed on a month by month basis by Staff and the Access-A-Bus No-Show / Cancellation Sub-Committee to determine if any patterns become apparent as to reasons for No-Shows or Late Cancellation. This may include contacting the Registered User to discuss the circumstances surrounding the events and reasons for the No-Show.

*Note: ***A Registered User who has received notice of being in violation of the No-Show / Late Cancellation policy and continues to accumulate violations of the No-Show/ Cancellation policy will be subject to additional actions.***

For full details of the No-Show / Late Cancellation Policy and the steps taken, please refer to the full No-Show / Late Cancellation Suspension Policy outlined in Appendix "A" on Page 19 of this User's Guide.

Your "No-Shows" and "Late Cancellations" can have an effect on other clients. Other client's "No-Shows" and "Late Cancellations" can have an effect on you. Please be considerate of other clients and try to avoid "No-Shows" and "Late Cancellations"

You have a combination of four (4) "No-Shows" and "Late Cancellations" per calendar month that are available to be used if you need them. Look at them as being there for when you need them NOT to be used as you see fit. Your excessive use of "No-Shows" and "Late Cancellations" can result in suspension.

(see the No-Show / Late Cancellation Suspension Policy Appendix "A")

Access-A-Bus is a shared ride public transit for those who qualify for the service through the registration process.

You will be sharing your ride with other clients, and they will be sharing their ride with you.

Please follow the "Passenger Code of Conduct" (Page 16) and the "General Rules" (Page 17) to ensure everyone has a safe and pleasant trip

Passenger Code of Conduct

For the comfort, convenience and safety of others, passengers are required to follow our Code of Conduct while using our service:

Note: *Abuse of service privileges and/or ignoring the Passenger Code of Conduct may be grounds for a temporary or permanent cancellation of your Access-A-Bus eligibility.*

› Passengers are not permitted to smoke while on transit vehicles.

› Seat belts must be used at all times unless medically exempt.

› Passengers are to refrain from using profanity when communicating with staff or while travelling on transit vehicles.

› No passengers are allowed to stand while travelling on Access-A-Bus.

› Passengers are required to be fully clothed while travelling.

› Many of our passengers are sensitive to fragrances and perfumes. We ask you consider others and go scent free in an effort to promote a safe and healthy transit system.

› Passengers are not permitted to operate any of the Access-A-Bus equipment, including but not limited to, safety belts, wheelchair tie downs or radio equipment.

› No drink, liquid or other food items are permitted on transit vehicles for the purpose of passenger consumption.

› Passengers are asked to refrain from operating any radios, televisions, tape recorders, musical instruments or similar devices on transit vehicles unless headphones are used and adjusted as to not disturb other passengers or Operators.

› Passengers are cautioned when exiting a transit vehicle not to move out in front of the vehicle without checking for oncoming traffic.

› For safety reasons wheelchairs and scooters must be backed onto the ramp.

Child Safety Standards

Safety standards are set by the Nova Scotia Utilities and Review Board and the Director of Metro Transit. Passengers less than five years of age cannot be transported in an adult ambulatory seat or travel on the Access-A-Bus held in the arms or on the lap of a parent or guardian. They may ride in a properly designed wheelchair for young children, suitably secured by Access-A-Bus “Q” restraints or your own C.S.A. approved infant/child seat.

General Rules

For the comfort, convenience and safety of others, passengers are requested to follow the following rules:

› Have the exact fare or ticket ready when boarding the bus.

› Have your sidewalks and steps **CLEAR.** It is the responsibility of the passengers to keep steps, ramps, lifts, driveways at their residence clear of debris, snow and ice. Operators may, at their own discretion, refuse to transport passengers from a pickup location if, in their opinion, it may be dangerous to do so (In reference to Nova Scotia Occupational Safety Act).

› Consult with the Scheduler about the best times for booking a trip for a medical appointment, shopping, etc.

› Keep your packages to a minimum. Buses are not designed to carry large amounts of groceries, parcels or luggage. Registered Users of Access-A-Bus may only bring parcels on the bus if the **Registered Users are capable of handling and securing them or their travelling companion,** or if the parcels are secured to their equipment. Operators have the right to refuse to carry packages they consider unsafe.

› Call Registration for any changes in your address or telephone number.

› Do not ask the Operators to perform any duties which would be considered unsafe.

› Operators have been instructed not to back out of driveways or alleys. Instead, the vehicle enters and turns around enabling it to drive out forward. When this is not possible, it is backed in so that the Operator can drive out forward.

› With the exception of working dogs in a harness, animals are not allowed on Metro Transit vehicles unless properly restrained in a closed cage. Large dogs and exotic animals are prohibited.

› Passengers entitled to a reduced fare must present required identification upon boarding and where such ID is not available, the full fare must be paid.

› For safety reasons, carriages or wagons will not be permitted on transit buses unless folded, so as not to interfere with other passengers or the operation of the transit vehicle.

› Wheelchairs, scooters, wagons and bicycles can be accommodated on the ferries.

› Passengers are cautioned when disembarking from a transit bus not to step out in front of the bus without checking for oncoming traffic.

The Accessible Transportation Advisory Committee (ATAC)

The Accessible Transportation Advisory Committee's mandate is to provide recommendations on the quality and quantity of accessible bus service from a Registered Users perspective. The Committees' purpose is to advise, assist and provide recommendations to Metro Transit on all matters relating to accessible transportation provided by Metro Transit. You can write to the Committee at:

Metro Transit
Access-A-Bus
c/o Chairperson, (ATAC)
200 Ilsley Avenue
Dartmouth NS
B3B 1V1

The Committee consists of twelve elected members. Nine of the twelve elected members must be Registered Users of the system. Four new members are elected every May to serve a three year term. Any person running for election must be nominated by a Registered User of the system. Meetings are held once a month as well as Executive and Sub-Committee meetings.

The minutes of the ATAC monthly meetings are available on the Internet at:

http://www.halifax.ca/metrotransit/access_a_bus.html

Feedback

If you would like to register any feedback, compliments or complaints, please call HRM's Corporate Call Centre at 490-4000 (daily 7am to 11pm). Or visit our website at (www.halifax.ca/metrotransit). This will assist in improving the quality of the Access-A-Bus Service.

Any information is strictly confidential and it will have no adverse effect on the level of service you receive. Please give us your thoughts and ideas

Liability

The **Registered User** releases the Halifax Regional Municipality, its officers, employees, or agents (collectively "HRM") from all loss, damage, or injury whatsoever, whether caused by negligence or otherwise, from the use or operation of the Access-A-Bus. The Registered User agrees to indemnify, protect, and hold harmless HRM from any or all liability for all loss, damage or injury to persons or property arising from or related to the use or operation of the Access-A-Bus.

Additionally, the **Registered User** agrees that HRM shall not be liable for:

(a) any incidental, indirect, special or consequential damages, including but not limited to loss of use, revenues, profits or savings, even if HRM knew or should have known of the possibility of such damages or injuries, and

(b) claims, demands, or actions against the **Registered User** by any person, corporation, or other legal entity resulting from the use or operation of the Access-A-Bus.

Appendix "A"

No-Show / Late Cancellation Suspension Policy

1. First Offence - On the first offence (violation of the No-Show / Late Cancellation Policy 5 times or more in a calendar month), the Registered User will receive an "Advisory Letter" of warning that a policy violation has been recorded, a copy of the No-Show/Cancellation Policy and that a second offence within 6 months of the first offence will result in an "Advisory Phone Call" from Metro Transit Management.

2. Second Offence - A Registered User that has received an "Advisory Letter" will receive an "Advisory Phone Call" from Metro Transit Management. This phone call will be to determine the causes for the client to be repeatedly in violation of the No-Show / Late Cancellation Policy. A third offence within 6 months of the second offence will result in an "Advisory Panel" meeting.

3. Third Offence - The Registered User will be required to attend an "Advisory Panel". This "Advisory Panel" will consist of members from the Accessible Transportation Advisory Committee - No-Show / Late Cancellation Sub-Committee and member(s) from Metro Transit Management. This "Advisory Panel" will try to help the user to reduce the number of No-Shows / Late Cancellations that the client is experiencing. A fourth offence within 6 months of the third offence will result in a seven (7) day suspension. *NOTE - refusing to meet with the "Advisory Panel" will result in the appropriate suspension

4. Fourth Offence - The Registered User will receive a seven (7) day suspension to be completed during seven (7) consecutive days (Sunday to Saturday). Additional offences within 6 months of the fourth offence will result in additional penalties.

5. Additional Offences - If additional offences occur, the client will be called back before the "Advisory Panel" and may face additional suspensions if they continue to be in violation of the No-Show / Late Cancellation Policy. Additional suspensions would include; fourteen (14) day suspension (two consecutive weeks), a one (1) month (4 consecutive weeks) suspension, and possible removal from the Access-A-Bus service.

Note:

The Registered User may continue to accumulate violations to the No-Show / Late Cancellation Policy while waiting for notification of violation of the policy and /or for the period waiting to appear before the "Advisory Panel".

Appendix "B"

75% Subscription Usage Policy

Registered Users are able to book trips using subscription type bookings. If the Registered User requires a trip with Access-A-Bus, at least three (3) times per week to the same destination, they can be booked as a subscriber for an indefinite period of time subject to seating and bus availability.

Registered Users attending an educational facility, for the duration of the course are eligible for Subscription Service provided the schedule to attend classes from week to week is repetitive in nature and occurs three (3) times a week or more. Registered Users having to work shift work are also eligible for Subscription Service provided the shift schedule is consistent and is easily understood due to the repetitive nature of the shifts. Once this is established, they are provided with a trip at their requested pick up window.

The Registered Subscription User does not have to confirm each trip but must call the Dispatcher or call the Cancellation Line, as soon as possible in the event of a ride cancellation. Please note that the Subscription User is responsible for confirming the need for transportation when a "Statutory Holiday" falls on their workday.

Successive ride cancellations, "Late Cancellations" or "No-Shows" may result in the Registered Subscription User being removed from the subscriber listing.

The priority for this subscriber service is; (1) employment, (2) education and (3) medical.

Please note that your request for subscription service might take an extended period of time before being granted. Metro Transit tries to maintain a 50/50 balance between Subscription and Advanced Bookings, as a result there is a limited Subscription service is available.

Registered Subscription Users are required to use a minimum of 75% of their subscription trips each month in order to continue being eligible for subscription service. For example, a subscriber who uses Subscription Service to travel twenty times a month will be required to use a minimum of fifteen of those trips per month. Subscription rides cancelled less than 12 hours in advance and No-Shows are also included in the 75% subscription usage policy. **An address change will result in having to reapply for subscription service.**

Registered Subscription Users who have not maintained the 75% usage policy will no longer be eligible for Subscription Service and will be removed from this service for a period of one month. It will be necessary to call scheduling to book for each day's trips. After one month, the Registered Subscription User can reapply for Subscription Service. The exact pick up window may no longer be available and your request may be placed on the waiting list. Registered Subscription Users who repeatedly violate the 75% subscription usage policy may become permanently ineligible for Subscription Service

Appendix "C"

Pre-Determined Pick Up / Drop Off Locations

SHOPPING CENTRES LOCATION

Bayers Rd. Shopping Ctr ..... TD Bank, Lawtons, Red Fox, Desmond Ave.
Halifax Shopping Ctr. ..... Access-A-Bus Stop, Fairlanes Bowling Alley

Mumford Professional Ctr (Former West End Mall) ... WalMart, Sobey's, Winners

South Ctr. Mall ..... No Frills

Scotia Square ..... Accessible Stop Duke St.

Park Lane ..... Accessible Stop Spring Garden Rd.

Mic Mac Mall ..... Main Entrance next to Winners*

*East Side Mario's after regular mall hours. Monday to Saturday 9pm/Sunday 5pm

Penhorn ..... Sobey's Entrance, Medical Clinic

Tacoma Ctr. ..... Registered User Specification

Downsview Mall ..... Registered User Specification

Bedford Place Mall ..... Main Entrance

Sunnyside Mall ..... Mall Entrance near Tim Horton`s

HOSPITALS & MEDICAL CENTRES

Nova Scotia Rehabilitation Ctr ..... Rear Parking Lot Main Entrance

Acc (Dickson) Ctr. ..... Main Entrance

Victoria General Main ..... Main Entrance

Izaack Walton Killam Hospital (IWK) ..... Grace Maternity Entrance

Queen Elizabeth Health Science Ctr. ..... Main Entrance Summer St.

Abbey J Lane Memorial ..... Main Entrance Veteran's Memorial Lane

Veterans Memorial Hospital .....Main Entrance Veteran's Memorial Lane

Dartmouth General Hospital ..... Main Entrance Pleasant St.

Nova Scotia Hospital ..... Registered User Specifies Bldg.

EDUCATIONAL FACILITIES

St Mary`s University ..... Sobey's Building

Dalhousie University .....Registered User Specifies Bldg.

N. S. Community College (Leed St.) ..... Main Entrance & Ramp Door

N. S. Community College (Woodlawn Rd.) ..... Main Entrance & Ramp Door

N.S. Community College (Pleasant St.) ..... Main Entrance & Ramp Door

NURSING HOMES

Northwood Manor ..... Gottingen St. Bus Stop

Northwood Ctr. ..... North St. Bus Stop

Maplestone Enhanced Care ..... Main Entrance

Glades Lodge ..... Main Entrance

Melville Lodge ..... Main Entrance

Arborstone Enhanced Care ..... Main Entrance

Parkstone Enhanced Care ..... Main Entrance

The "Access-A-Bus (AAB) Registered User's Guide" is produced by Metro Transit with the cooperation of the Accessible Transportation Advisory Committee.

It is the user's responsibility to be aware of the rules and regulations of Access-A-Bus and any other Metro Transit Services that they use.

Check the Metro Transit website for updates or changes
http://www.halifax.ca/metrotransit/